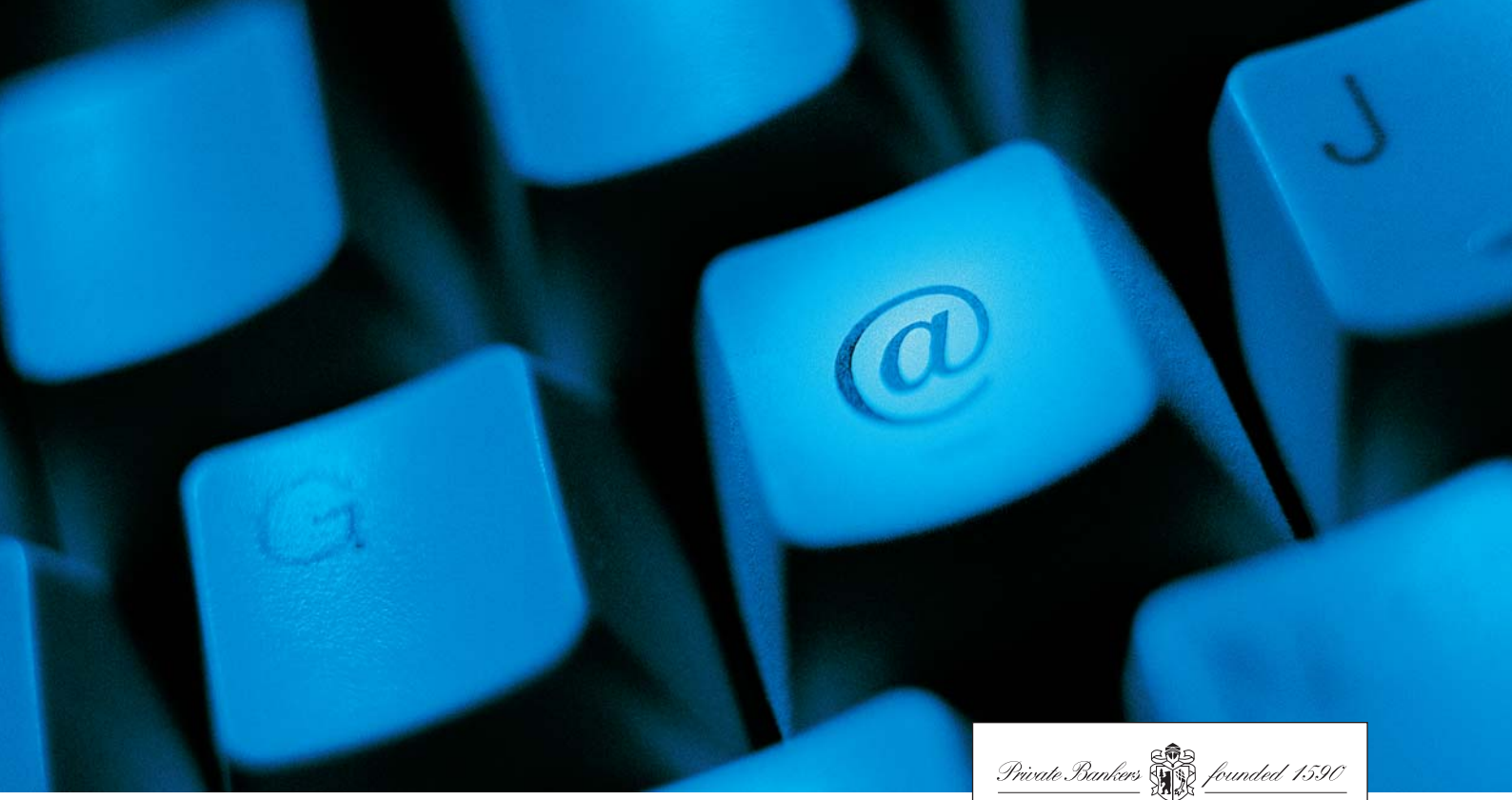


Private Bankers founded 1590
BERENBERG BANK
Joh. Berenberg, Gossler & Co. KG

Berenberg Online Banking

400 YEARS – EXPERIENCE BUILDS THE FUTURE

A short guide to Berenberg Online Banking

Welcome

We are pleased to welcome you as a new user of the Berenberg Online Banking service. Online banking transactions are fast and perfectly simple. Many of our customers already enjoy the convenience of our 7-days a week, around the clock, online service.

Our online banking services range from simple account statements and setting up standing orders to foreign payments. We have compiled a list of selected online banking functions for you in this brochure. You can also find a helpful guide to the first steps required when you begin to use Berenberg Online Banking.

The question of how secure the processes really are frequently arises in connection with online banking transactions. As long as you observe a few simple but important rules, you can safely run your own, personal Berenberg Branch online. Berenberg Bank has installed security systems so that your confidential data cannot be viewed or accessed by any unauthorised persons. However, we have absolutely no influence on the security of your private computer. Because of this, this brochure also includes important notes on how to protect your computer against »uninvited visitors«.

If you should have any further questions, please don't hesitate to contact us!

Technical requirements

Your computer must fulfil the following technical requirements before you can begin to use Berenberg Online Banking:

- Internet access with an up-to-date Internet browser. We recommend the latest versions of *Microsoft Internet Explorers* or *Mozilla Firefox* for Windows PC systems and *Safari* for MAC computers.
- Your computer must access the Internet over a secure connection with so-called SSL 3.0 encryption.
- »Active Scripting« must be activated in the settings (preferences) of your Internet browser.

Important:
In some company networks, this type of connection is blocked by an internal firewall. Should this be the case, please get in touch with your IT manager.

Security

First steps

Berenberg Online Banking is a fast and convenient way to transact your banking needs. Please observe the following notes to ensure that all your transactions are secure:

When starting Berenberg Online Banking, always enter the following URL (Internet address) in your browser:
www.berenberg.de

Click on the »Customer Login« button to access the overview of our online banking functions. Your browser will now automatically open a secure page with the URL
https://www.berenberg.de/kunden-login.html

Now click on the link »Berenberg Online-Banking (Payments)« to access the registration page. Please make sure that the secure address of the registration page reads as follows:
https://www.bv-activebanking.de/berenbergbank

How do I check whether my Internet connection is secure?

Their are two ways to recognise secure Internet connections that provide encrypted transfer of your data:

- When the address line begins with »https«, e.g. **https:// www.bv-activebanking.de/berenbergbank**
- When a closed padlock symbol is displayed in the status bar of your browser

How can I verify the security certificate?

Before entering your access data, you should verify the security certificate on the login page of Berenberg Online Banking. When you are connected to a secure site, you will see a small locked padlock symbol
displayed in the status bar at the top or at the bottom of the browser, depending on the browser you use. Double-clicking on this symbol opens a dialogue window that shows, amongst other information, the owner of the certificate and how long it is valid.

How do I check the electronic fingerprint?

The electronic fingerprint, that may also be accessed from the security certificate window, provides definitive proof that you really are connected to Berenberg Bank. The fingerprint code consists of a series of several numbers and letters and is replaced once every year.

You can find the current fingerprint on our website at
www.berenberg.de/sicherheit.html
You can print out the fingerprint if you wish and compare it with the fingerprint displayed on the Customer Login page. Should both not be absolutely identical, then you must not enter your personal access data. In this case, please report this to us as soon as possible.

Registration

Upon receipt of the following documents which will assist you to get access to Berenberg Online Banking:

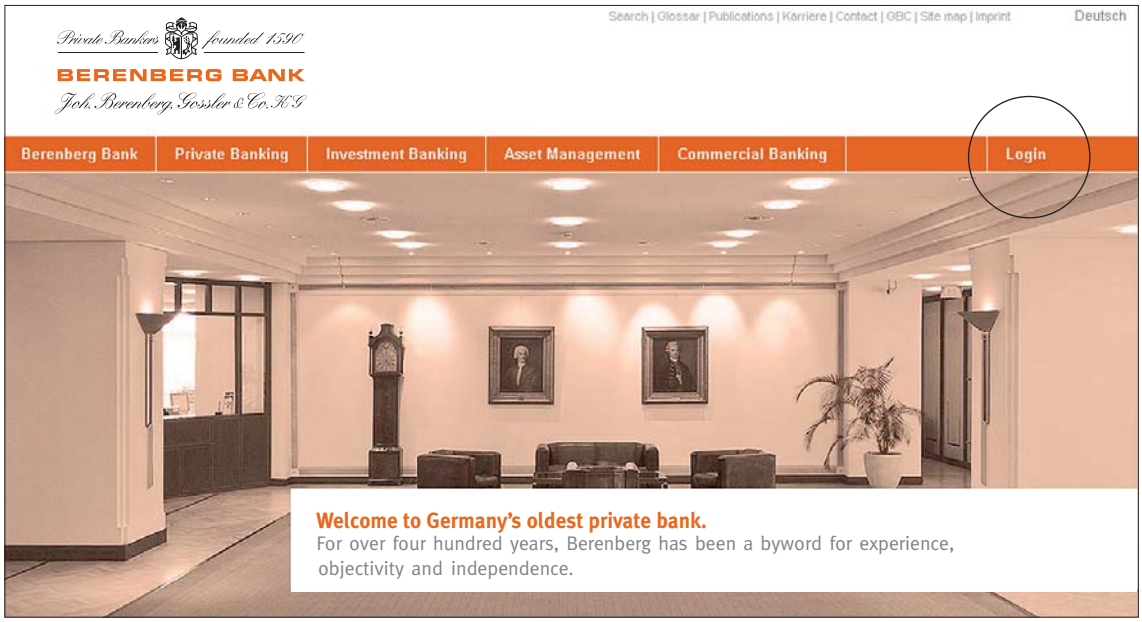
- A letter with your customer identification and user identification,
- an envelope containing your PIN (Personal Identification Number),
- a TAN Generator and
- a Maestro Card or Signature Card (»Signatur Karte«).

Please sign and return the receipts to us as soon as possible. We will activate your online access as soon as we have received your confirmation that the envelopes have been received and are undamaged.
For security reasons, your PIN must be entered every time you access Berenberg Online Banking. You will find your provisional PIN under the rub-off field, please rub the field carefully to reveal it.

To register for Berenberg Online Banking, open your preferred browser and visit our website at
www.berenberg.de
Please click on »Customer Login« (see below) and subsequently on »Berenberg Online Banking (transactions)«.
Please enter your access data here:

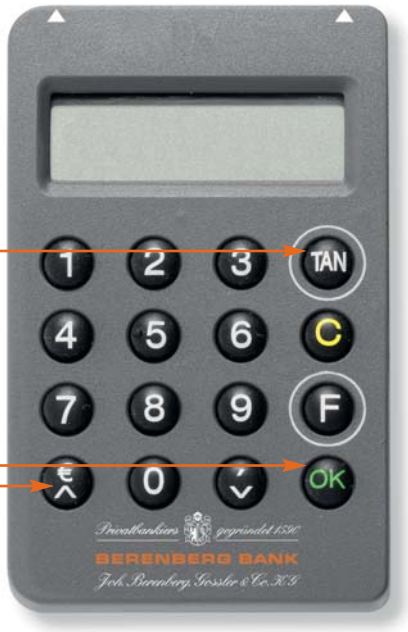
- Customer identification,
- user identification and
- your provisional PIN.

You will now be requested to change the entered (provisional) PIN to your own individual, four- to six-digit PIN code. Confirm this input with a TAN (Transaction Authentication Number).


Private Bankers founded 1590
BERENBERG BANK
Joh. Berenberg, Gossler & Co. KG
Search | Glossar | Publications | Karriere | Contact | GBC | Site map | Imprint
Deutsch
Berenberg Bank
Private Banking
Investment Banking
Asset Management
Commercial Banking
Login
Welcome to Germany's oldest private bank.
For over four hundred years, Berenberg has been a byword for experience, objectivity and independence.

How to use Berenberg Online Banking with your PIN and TAN Generator

TAN Generator

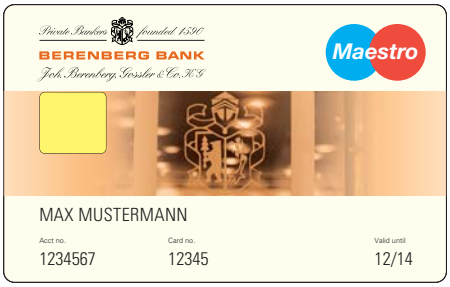


TAN key
Starts TAN creation

OK key
To confirm your input

Euro key
Displays the current credit on your Cash Card

Signature Card



Maestro Card

Activating your TAN Generator

Pull out the insulation strip in the direction of the arrow to activate your TAN Generator.

Creating a TAN

The following steps describe how to create a TAN with your TAN Generator:
Insert your card (Maestro or Signature Card) and press the **TAN key twice:**

The display will show a TAN. Enter this number in the corresponding field shown on the respective webpage. To create a new TAN, leave your card in the TAN Generator and press the TAN key again.

Synchronisation of the TAN Generator

If the TAN generator is no longer properly synchronised with our online banking system, you will see the following error message on the Berenberg Online Banking website: »TAN synchronisation required«.
If this happens, please follow the instructions below: Click on »TAN management« on the menu and then on »TAN generator synchronisation«. Once you have inserted your card into the TAN generator, press and hold down the **TAN key** until **»ATC indicator activated«** appears on the display. You will then see **»Start code«** on the display. Press the **TAN key once.** You should now see the ATC as well as the TAN code on the display:

Now go back to the Berenberg Online Banking website and type in the ATC code first. Then click on »next«, type in the corresponding TAN code and click »submit«. The TAN generator has now been resynchronised with the bank's security system. If you have any problems using the TAN generator, please get in touch with us.

Functions

Berenberg Online Banking incorporates a multitude of functions designed to make your banking transactions convenient and easy:

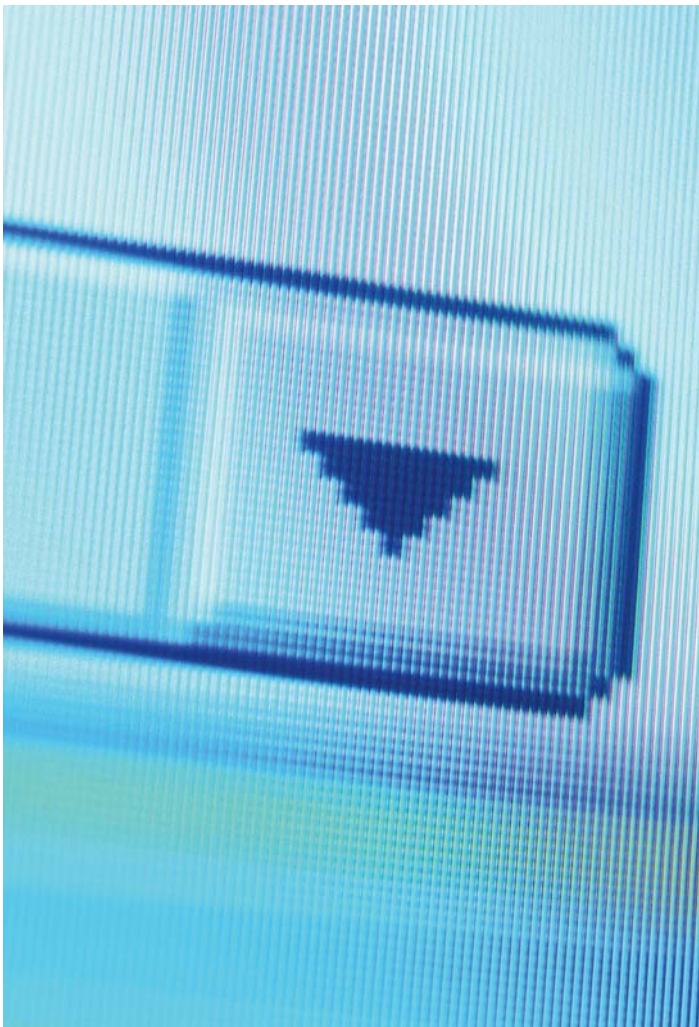
- Account summaries
- Account statements incl. projected movements
- Transfers
- Forward-dated transfers
- Urgent transfers
- Single direct debits
- Batch payments and direct debits
- Set-up, change and cancellation of standing orders
- SEPA transfers
- SEPA direct debits
- International payments
- Template management for your payments

We also offer the following, particularly for corporat clients:

- File transfers (upload)
- Second signature pending
- Batch confirmations

Should a function not be available to you, please get in touch with us.

Important:
Your account status is generally available at around 2:00 (2 a.m.) on every working day. The period of acceptance for your payments can be found in the valid list of prices and services.



Compatibility with offline software

Berenberg Online Banking is fundamentally compatible with offline software. Our Online Banking conforms to HBCI Standards Version 2.2 and supports HBCI PIN and TAN practices, also known as »HBCI Plus« or »FinTS«.

The URL for the HBCI interface is:
https://www.bv-activebanking.de/hbciTunnel/hbciTransfer.jsp
(Take particular care to observe the lower and upper case letters.)

Your contacts

Our Service Team is available to answer any questions you may have about Berenberg Online Banking from Monday to Friday from 9:00 (9 a.m.) to 17:00 (5 p.m.):
Phone +49 40 350 60-789
Email onlinebanking@berenberg.de

If you wish, you can also ask your customer advisor. You can find a detailed user's manual on our website at **www.berenberg.de**
(Customer Login, PDF Manual).

Private Bankers founded 1590

BERENBERG BANK

Joh. Berenberg, Gossler & Co. KG

BERENBERG BANK Joh. Berenberg, Gossler & Co. KG
Neuer Jungfernstieg 20 · 20354 Hamburg (Germany) · Phone +49 40 350 60-0 · Fax +49 40 350 60-900
www.berenberg.de · info@berenberg.de

Bielefeld Welle 15 · 33602 Bielefeld (Germany) · Phone +49 521 97 79-0 · Fax +49 521 97 79-200

Braunschweig Vor der Burg 1 · 38100 Braunschweig (Germany) · Phone +49 531 12 05 82-0 · Fax +49 531 12 05 82-10

Bremen Hollerallee 77 · 28209 Bremen (Germany) · Phone +49 421 348 75-0 · Fax +49 421 347 72 61

Düsseldorf Cecilienallee 4 · 40474 Düsseldorf (Germany) · Phone +49 211 54 07 28-0 · Fax +49 211 54 07 28-28

Frankfurt Bockenheimer Anlage 3 · 60322 Frankfurt (Germany) · Phone +49 69 91 30 90-0 · Fax +49 69 91 30 90-55

Munich Possartstraße 21 · 81679 Munich (Germany) · Phone +49 89 25 55 12-0 · Fax +49 89 25 55 12-200

Stuttgart Panoramastraße 17 · 70174 Stuttgart (Germany) · Phone +49 711 490 44 90-0 · Fax +49 711 490 44 90-90

Wiesbaden Wilhelmstraße 12 · 65185 Wiesbaden (Germany) · Phone +49 611 711 85-0 · Fax +49 611 711 85-185

London 60 Threadneedle Street · London EC2R 8HP (Great Britain) · Phone +44 20 3207 7800 · Fax +44 20 3207 7900

Luxembourg 46, Place Guillaume II · 1648 Luxembourg (Luxembourg) · Phone +352 46 63 80-1 · Fax +352 46 63 86

Paris 48, avenue Victor Hugo · 75116 Paris (France) · Phone +33 1 58 44 95 00 · Fax +33 1 58 44 95 01

Salzburg Sigmund-Haffner-Gasse 16 · 5020 Salzburg (Austria) · Phone +43 662 44 40 00-0 · Fax +43 662 44 40 00-22

Shanghai 16G, Majesty Building · 138 Pu Dong Avenue · Shanghai 200 120 (P. R. China) · Phone +86 21 58 79 52 16

Vienna Schottenring 12 · 1010 Vienna (Austria) · Phone +43 1 227 57-0 · Fax +43 1 227 57-57

Zurich Freischützgasse 10 · 8004 Zurich (Switzerland) · Phone +41 44 283 20-20 · Fax +41 44 283 20-21

Berenberg Bank (Schweiz) AG Kreuzstrasse 5 · 8034 Zurich (Switzerland) · Phone +41 44 284 20-20 · Fax +41 44 284 20-22

Berenberg Lux Invest S.A. 46, Place Guillaume II · 1648 Luxembourg (Luxembourg) · Phone +352 46 63 80-1 · Fax +352 46 63 86

Berenberg Private Capital GmbH Neuer Jungfernstieg 20 · 20354 Hamburg (Germany) · Phone +49 40 350 60-0 · Fax +49 40 350 60-959

Berenberg Treuhand GmbH Neuer Jungfernstieg 20 · 20354 Hamburg (Germany) · Phone +49 40 350 60-0 · Fax +49 40 350 60-270

Consilisto Berenberg Privat-Treuhand GmbH Neuer Jungfernstieg 20 · 20354 Hamburg (Germany) · Phone +49 40 350 60-448 · Fax +49 40 350 60-912

NEUER JUNGFERNSTIEG 20
20354 HAMBURG (GERMANY)
PHONE +49 40 350 60-0
FAX +49 40 350 60-900
WWW.BERENBERG.DE
INFO@BERENBERG.DE

400 YEARS – EXPERIENCE BUILDS THE FUTURE

08.10